



# Service User Guide

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Brightside Manor Care Home is a trading name of Avan Limited  
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## Welcome

**This Guide gives information for residents and their relatives about the services available at Brightside Manor, the terms and conditions on which accommodation and care is provided, the fees payable and payment methods, how to make complaints and how to see the latest inspection report.**

**The Home's brochure provides brief information of the services and facilities offered. Our detailed policies, criteria, procedures and further information are set out in the Statement of Purpose document.**

**Whilst every care is taken to ensure that the information given here is accurate at the time of issue, we will review and update this Service User Guide as part of our on-going process to improve our procedures and standards of care. The most recent edition of this Guide is available on request.**

**Linda Hermance  
Registered Manager**

## 1. GENERAL

### 1.1 Visiting Hours at Brightside Manor

Visits by relatives and friends are welcomed at any time between 10.30 am and 7.30 pm daily. Visitors are required to sign our visitor's book when entering and leaving the premises to comply with Fire Regulations and Schedule 4 (17) of the Care Homes (Wales) Regulations 2002.

Visiting outside the designated hours can be arranged in exceptional circumstances by prior arrangement with the Manager.

### 1.2 Residents' Outings

Residents are encouraged to go out with relatives/friends or on their own if they are able to do so unaided. Staff may also escort residents out on planned outings (e.g. hospital/dentist appointments, shopping etc.). If residents intend to be out at meal times it is helpful for them to tell the Manager beforehand, arrangements can be made to serve a late meal when they return if this is agreed in advance. Residents wishing to stay overnight with relatives or friends are welcome to do so by prior arrangement with the Manager.

### 1.3 Car Parking

Cars may be left in the Brightside Manor car park when visiting, at the owner's risk. The Home cannot accept any responsibility for loss or damage. Adequate parking space is available for people with disabilities. If wheel chair access and/or assistance are required, please ask a member of staff. In the interests of security, we recommend that no valuables are left on view in the cars parked at Brightside Manor.

Space near the staff entrance and fire escape is in constant use and visitors are requested not to obstruct the escape routes or by preventing ready access by emergency services.

#### **1.4 Personal Property and Finances**

Residents are requested not to keep large sums of money or valuable jewellery in their rooms. We will do our best to ensure the safety of items of personal property.

The Home cannot be held responsible for any loss of money or personal possessions unless they are deposited with the Manager or her Deputy to be held in the safe, a receipt is given for any items deposited.

Residents are encouraged to have small items of furniture, ornaments, pictures etc. of special importance to them in their bedrooms. All furniture must comply with the latest fire safety requirements. Residents should ask the Manager to check such items when they are first brought to Brightside Manor for approval. Any such items remain the personal property and responsibility of the resident to whom they belong. Residents may bring their own television sets for personal use in their bedrooms and aerial points are available in each room. The Home cannot accept responsibility for damage or deterioration to residents' property or belongings.

Residents, their relatives or nominated representatives manage and control each resident's financial matters. The Home will not take responsibility for the management of residents' finances or accept appointments as agent or appointee for Welfare Benefits. Arrangements can be made through with the Manager to look after small sums of money for individual residents' requirements. Records are kept of all monies received and all expenditures made.

#### **1.5 Accommodation and facilities**

All bedrooms and communal areas of the Home are accessible by residents who need wheelchair access. A passenger lift provides access to the first and lower ground floors. Specialist equipment such as bath hoists, portable hoists, bariatric beds, pressure relieving mattress etc. are provided by the home based on individual needs assessment.

There is a staff call system with alarm call facilities accessible to residents in all bedrooms, bathrooms, toilets and communal areas. This enables residents to feel safe, secure and able to summon assistance at all times wherever they may be in the Home.

The Registered Manager reserves the right, if necessary in the interests of the individual resident, to change the room in which a resident is accommodated. This will normally be done only after consultation with the resident and/or their relative(s) before any change is made and residents' wishes will be accommodated as far as practicable. In the case of shared bedrooms, either both residents concerned (or their representatives) must give informed agreement to share a bedroom before being accommodated in this manner.

For any resident who requires a private telephone line in their bedroom, this can be arranged in conjunction with British Telecom. The resident is responsible for payment of all telephone accounts for a private line in their bedroom. All residents can use a telephone provided by the Home in private, to make and to receive calls as needed.

Residents with mobile phones are expected to respect their own and others' privacy by not using them in communal areas where telephone conversations may upset or disturb other residents. Residents with cameras either on mobile phones or as separate items must ask permission from anyone who may appear in a picture they are taking and only take another person's photograph with their permission. Cameras must not be used to take photos of the premises or equipment inside Brightside Manor without prior permission from the Manager. Cameras must never be used to film staff or residents without their prior permission.

Communal televisions are provided in the lounges and maintained by the home. Television Licencing Authority may require residents to obtain television licences for using their personal television sets in their rooms and may be liable to pay their own TV licence. The licence fees (usually £7.50 per annum) are payable direct to TV Licencing Authority and may be free depending on their individual circumstances. The Registered Manager will be happy to provide further information on request.

There are two lounges at Brightside Manor, one on the ground floor and a quiet lounge on the first floor as well as a consultation/meeting room. In addition, plans are in hand to extend our facilities to provide a third lounge and tea/coffee making facilities for residents' exclusive use.

Relatives/friends are not permitted to stay overnight at the Home other than in exceptional circumstances to be agreed and approved in advance by the Manager, and subject to suitable accommodation being available

### **1.6 Health and Safety**

The Health and Safety of our residents, visitors and staff are given the highest priority in the operation and management of the Home. A signed Health and Safety Policy statement is prominently displayed in the Home. This Policy Statement is reviewed and updated as necessary.

Risk assessments are carried out and reviewed regularly in respect of each resident to identify any risks for their own safety or that of other residents, staff or visitors. Relatives and representatives are welcome to participate in the risk assessment process and the reviews.

### **1.7 Fire Procedure**

Fire procedure notices are displayed at several locations within the Home. Visitors are asked to observe the fire precautions practices by closing all fire doors. Any electrical appliances brought into the Home for use by residents must be Portable Appliance Tested (PAT) and have a current certificate of testing by a competent person as required under Electricity at Work Regulations. This must be carried out before it can be used by a resident. All such electrical appliances must be handed over to the staff for testing by a competent person when first brought into the Home.

No liability can be accepted for the safety of residents' personal electrical or other appliances and any appliance that is deemed to have failed the PAT test may not be used on the premises.

### 1.8 No smoking in the Home

Brightside Manor Care Home is a non-smoking building and therefore residents and visitors may not smoke in the Home under any circumstances.

Residents who wish to smoke should discuss this with the Manager prior to admission. Those residents who want to smoke may only do so in the designated area outside the main building.

Residents are not allowed to smoke in their bedrooms, toilets, bathrooms or in the corridors and they are discouraged from keeping or carrying matches on their person.

In the interests of safety, the fire alarm system has been designed so that it is sensitive to any smoke in high risk areas e.g. bedrooms and corridors. Anyone smoking in non-designated areas will activate the fire alarm sirens.

### 1.9 Magazines and Books

Library books can be obtained locally and arrangements can be made for them to be changed every month. The Home orders local newspapers for residents to read.

Residents who would like their favourite newspapers and magazines for personal use can arrange with the Manager for them to be delivered by private arrangement with local news agents.

There is a small library which houses a computer which the residents can use. Wireless internet access is freely available throughout the home for residents to access the internet using their own iPad and other devices in order maintain contact with family and friends. Technical support is offered as required.

### 1.10 Interests and Hobbies

Residents are encouraged to pursue their interests and hobbies as far as practical. Group activities are organised in the Home by a dedicated activities coordinator and residents are encouraged to participate. A planned activity programme is carried out to stimulate and entertain residents and to encourage interaction between

residents. Residents with particular interests are encouraged to make these known to their key worker or to the Manager so that suitable arrangements can be made to pursue them.

#### **1.11 Religious Needs and Spiritual Activities**

Visits by Chaplains of various denominations can be arranged on request. Residents who wish to attend local church services should discuss the arrangements with their key worker or the Manager. Every effort will be made by the staff to enable residents to fulfil their personal wishes with regard to religious and spiritual activities and support.

### **2. CARE ARRANGEMENTS**

#### **2.1 Assessment of individual care needs**

A written assessment of individual care needs must be completed by the manager for each resident before a decision can be made whether Brightside Manor is able to offer accommodation with personal care. The assessment may be requested by the prospective resident, their relatives, hospital/community based social worker or their GP. This assessment will normally be carried out where the resident is living or staying before they come to Brightside Manor.

It is only in exceptional circumstances that admission can be arranged without a formal written assessment having first been completed. In such circumstances, a written assessment will have to be completed within five working days. Confirmation of the provision of continuing accommodation and personal care at Brightside Manor cannot be given until this written assessment is completed satisfactorily.

## 2.2 Admission

At the time of admission the Home must have the following information:

- the resident's next of kin contact arrangements
- current medication, review dates and any known allergies
- food preferences and any dislikes
- weight and any special dietary requirements
- sight, hearing and communication abilities and any disabilities
- dental and oral health care needs
- mobility and any aids or requirements for assistance
- continence and any specialist advice or aids required
- leisure interests and activities
- any additional services required and payment arrangements  
e.g. hairdressing, chiropody, newspapers or magazines to be ordered
- safe keeping of personal effects/valuables
- religious persuasion and spiritual activities
- arrangements for dental treatment, eye care/sight testing, audiology services, chiropody and any other specialist medical or health related services e.g. physiotherapy
- personal wishes
- an inventory of personal effects and money, cheque books and credit cards brought to Brightside Manor including clothing, shoes, glasses, hearing aids etc.

All medication and prescriptions must be handed over to the Manager or her Deputy when residents arrive. A letter from the General Practitioner or the hospital should be brought for residents who have had or are still having medical treatment.

## 2.3 General Practitioner

Residents are encouraged to retain their own GP whenever possible. The Manager will advise your GP of your new address. If you are unable or do not wish to keep your own GP and you want to register with a local practice the Manager will be pleased to advise you of nearby surgeries and assist with the necessary forms.

## 2.4 Personal Clothing

Personal clothing should be marked clearly with your name prior to admission to avoid loss in the laundry room. All clothing will be listed in the property book upon admission but the Home will not accept responsibility for unmarked clothing or damage caused in the laundry.

## 2.5 Meals and menus

Special diets are catered for and the details should be discussed and recorded when a resident first arrives. Nutritionist input is sought as part of our menu planning. We encourage regular intake of fresh water and juice which are made available in the bedrooms and dining room. Residents are encouraged to eat fresh fruits as part of their diet.

The menu of the day is displayed in the Home. The cook consults with every resident each morning to seek their preferences and wishes before preparing the main meal. Meals can be served in a resident's bedroom if preferred.

### **USUAL MEAL TIMES**

Tea/Coffee	7.00 am
Breakfast	8.15 am (approximately)
Morning Coffee	10.30 am - 11.00 am
Lunch	12.15 pm (approximately)
Afternoon Tea	2.00 pm - 2.30 pm
High Tea	4.45 pm
Supper	8.15 pm (approximately)

## 2.6 Drinks and snacks

Refreshments and snacks are available at all times and residents are encouraged to ask any member of the care staff should they require anything. Relatives and friends who wish to bring food or drinks to residents are requested to discuss this first with the Manager or her Deputy in order to avoid unintentional conflicts with medication or special diets.

## **2.7 ADDITIONAL SERVICES**

### **2.7.1 Eye tests and provision of glasses**

An optician visits Brightside Manor on a regular basis. An appointment can be made on request to the Manager for a resident to visit a local optician for an eye test.

### **2.7.2 Dental checks and treatment**

Appointments can be arranged on request to the Manager for a community dentist to visit the Home. Residents may go to the dental surgery if they wish.

### **2.7.3 Continence Aids**

The management of incontinence and the supply of continence products will be assessed by the District Nurse. If necessary the District Nurse can arrange specialist assessment by the Continence Adviser (a specialist nurse).

If a resident wants to use alternative continence products to those supplied by the Health Board then arrangements can be made to meet their wishes and this may incur additional costs.

### **2.7.4 Wheelchairs**

Residents may bring their own wheelchair to Brightside Manor. A passenger lift serves all floors and wheelchair access is available to all parts of

the premises. Residents with their own wheelchairs are responsible for paying for any maintenance or repairs necessary. Storage of the wheelchair should be discussed with the Manager e.g. if it is not in use all the time and only used for outings.

### **2.7.5 Hairdressing**

The Home does not have a hair dressing salon but can arrange for a hairdresser to visit the Home as required.

### 2.7.6 Chiropody & Physiotherapy

The Home can facilitate chiropody and physiotherapy services that are available under the National Health Service. For those requiring urgent attention, the Manager can give details of the private services of a visiting chiropodist and a physiotherapist.

### 2.7.7 Escorting residents to appointments

If it is the NHS policy not to provide any of these services in the Home but require the resident to visit an outpatient centre or clinic and relatives are unable to accompany the residents, the Home may be able to offer transportation.

## 3. Fees, Terms and Standard Contract

Unless stated otherwise, weekly fees include accommodation, meals, personal laundry and 24 hour care.

An offer of placement along with a contract setting our terms and conditions of admission will be forwarded in writing with a copy of the service user guide prior to every admission by the manager. In cases where the placement is privately funded, the letter will also quote the weekly fees based on individual's assessed needs. Hairdressing, private chiropody and physiotherapy services are payable in addition to the weekly fees. Any queries concerning fees or invoices should be raised with our administration office on Cardiff (029) 2040 8000.

The Administration Office will write to you directly concerning payment of weekly fees or resident contribution if placed by the local authority. The Home reserves the right to review the fees payable should the level of care provided for the resident vary following a review of changes in needs.

## 4. Complaints

We hope that you will be satisfied with the accommodation, personal care and the services provided by our staff to make your stay with us as fulfilling as possible.

In the event that you have any cause for concern please make this known to the Manager or the Deputy Manager as soon as possible. Every effort will be made to resolve your concern to your satisfaction.

If you remain dissatisfied then you may use the Home's Complaints Procedure. Details of how to make a complaint are available in the entrance hall waiting area, for your information. This explains how to pursue your complaint with the Registered Providers and with the local authority or the Care and Social Services Inspectorate for Wales (CSSIW) as appropriate. If you would like your own copy of the Complaints Procedure please contact the Group Administration Office.

All complaints are recorded and we endeavour to resolve them as quickly as possible (and always within 28 days) and we welcome constructive criticism and suggestions to help us to improve the services we provide.

A suggestion box is also made available for residents, visitors and staff to make their observations known anonymously to help us improve our service.

## **5. Key Personnel**

<b>Registered Manager:</b>	<b>Miss Linda Hermance (029) 2040 8010</b>
<b>Registered Provider:</b>	<b>Avan Limited (029) 2040 8000</b>
<b>Responsible Individual:</b>	<b>Nava S. Navaratnarajah (029) 2040 8000</b>

## **6. Inspection Reports**

Brightside Manor Care Home is registered and inspected by:

**Care and Social Services Inspectorate for Wales (CSSIW)**

**South East Region,  
Rhydycar Business park,  
Methyr Tydfil CF48 1UZ**

**Telephone: 0300 7900126**

***Please ask the Registered Manager if you would like to see a copy of the most recent CSSIW Inspection Report.***